

BETTER FOR BUSINESS INSIGHTS

Better for Business (B4B) works with a collective of agencies to make it easier and more seamless for businesses to deal with government.

This is a short introduction to how businesses engage with government, based on the findings from B4B's regular surveys with businesses.

Most results shown here are from the June 2023 research monitor.

For further information, please email betterforbusiness@mbie.govt.nz

Of businesses in New Zealand:

84% prefer using an external advisor or system when dealing with government

54% have dealt with at least 4 government agencies in the past 12 months

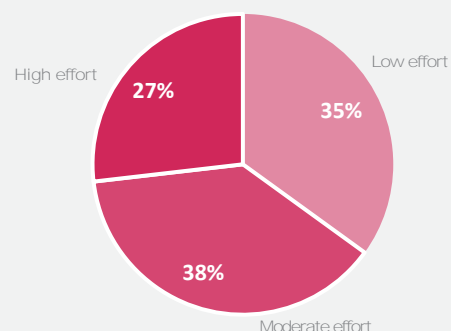
26% agree that government agencies are coordinated

56% value the service they receive from government

66% resolve their recent government dealings within two contacts

HOW BUSINESSES EXPERIENCE DEALING WITH GOVERNMENT

LEVEL OF EFFORT REQUIRED TO DEAL WITH GOVERNMENT OVERALL



Most business owners experience at least some level of effort when dealing with government - more than one in four (27%) report high effort is required.

While this level of effort measure has remained stable over time, overall satisfaction with government continues to decline. Less than half of businesses (48%) are satisfied with their overall government experience - the lowest level recorded for this measure.

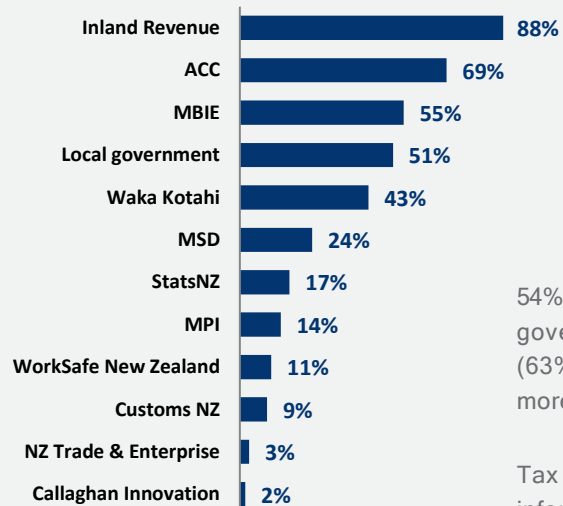
SATISFACTION* IN DEALING WITH GOVERNMENT OVERALL



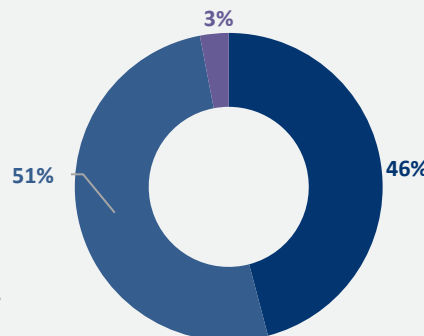
*7 - 10 on ten-point scale is classified as 'satisfied'

WHAT BUSINESSES DO WITH GOVERNMENT

TOP 12 AGENCIES DEALT WITH IN PREVIOUS YEAR



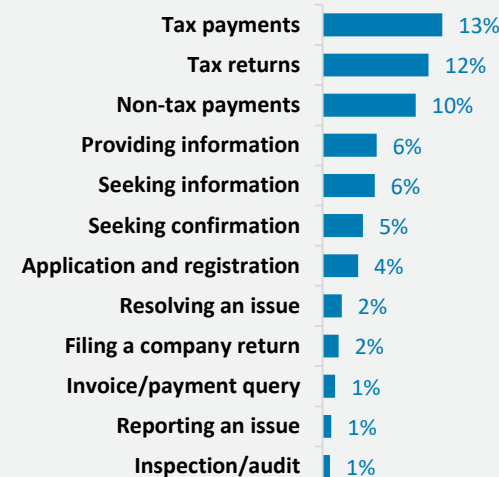
NUMBER OF GOVERNMENT AGENCIES DEALT WITH IN THE LAST YEAR



54% of businesses said they dealt with four or more different government agencies in 2023. This is higher for employers (63%) than non-employers (45%). Having employees brings more compliance requirements.

Tax returns, payments, and seeking or providing information top the list of the most recent dealings businesses had with government.

TOP REASONS* FOR RECENT DEALING WITH GOVERNMENT

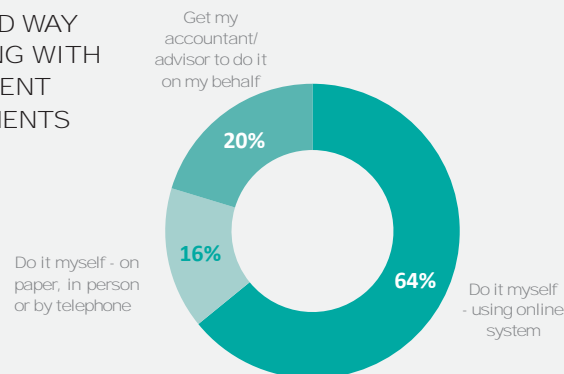


*Excluding 'Other' category that comprises 36% of reasons.

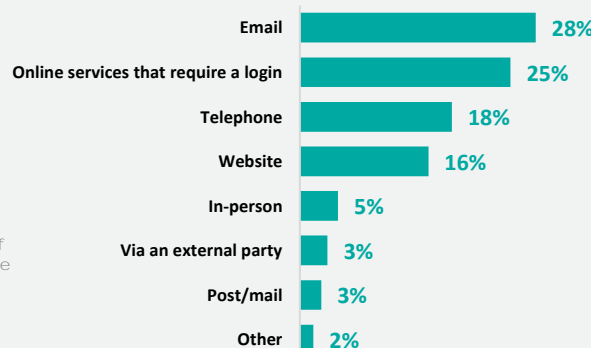
HOW BUSINESSES DEAL WITH GOVERNMENT

Businesses have different preferences for dealing with agencies and use a variety of methods to do so. Email and online services are the most prevalent channels for business contact with government.

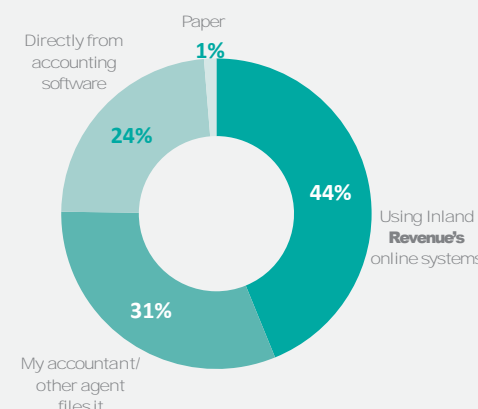
PREFERRED WAY OF DEALING WITH GOVERNMENT REQUIREMENTS



MAIN CHANNEL USED FOR MOST RECENT DEALING WITH GOVERNMENT



HOW GST RETURNS ARE FILED



In order to legally operate...

- 20%** of businesses require licences from councils or government departments
- 14%** need to be registered with a non-government industry body/organisation

In the 12 months to June 2023...

- 19%** Had to deal with a new government request or regulation.
- 14%** became more familiar or confident with meeting government requirements
- 17%** were audited or inspected by a government agency
- 52%** experienced a change in government services or requirements

Each of the above figures is higher for employers than for non-employers.

Businesses that have dealt with new government regulation recently are nearly *twice as likely* to experience high effort interacting with government

REASONS FOR HIGH EFFORT WHEN DEALING WITH GOVERNMENT

When business owners/managers are asked about the reasons for their high effort with government, the following themes emerge:

- > Time-consuming
- > Accessibility of information
- > Compliance and red tape
- > Website navigation